ACTION

<u>AGENDA ITEM</u>: Regional Library Network Development

<u>ISSUES TO COME BEFORE THE BOARD AT THIS MEETING</u>:

1. Consider requests for network affiliation of new members and requests for inclusion of additional participating libraries by existing members.

2. Consider reports on Regional Library Networks' Plans of Services.

<u>RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD</u>: I move that the Library of California Board approve the 4 memberships for the potential members listed in Table A, with member services to begin immediately. *(on consent calendar)*

<u>RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD</u>: I move that the Library of California Board approve the additional participating library for existing members as listed in Table B, with services to begin immediately. *(on consent calendar)*

<u>RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD</u>: I move that the Library of California Board accept the reports from the seven regional library networks that detail the impact of funding reductions to their 2002/03 Plans of Service and specify the cooperation anticipated with their CLSA systems to provide services to their members.

<u>ISSUE 1</u>: Consider membership applications for potential members and additional participating libraries for existing members.

Included in Table A, Requests for Network Affiliation for New Members, are the membership applications received from potential new members. These 4 applications have been approved by the boards of their regional library networks, and forwarded to the Board for your approval. These 4 members represent 4 participating libraries.

According to the LoC Regulations, Section 20313, all requests for affiliation with regional library networks shall be approved by regional library networks and forwarded to the State Board for action. Board policy allows for members to begin to receive member benefits immediately upon Board action, although network compensation will be assigned annually upon approval of the State Budget. All applications listed below have met the requirements of this regulation.

Table A

ARROYO SECO

Members	Participating Libraries
California State University, Dominguez Hills	University Library
Campbell Hall School	Ahmanson Library
Santa Ana Public Library	Main Library

GOLDEN GATEWAY

Members	Participating Libraries
Contra Costa County Public Law Library	Contra Costa County Public Law Library

Recommendation:

Staff is recommending approval of these memberships, with service to begin immediately.

Included in Table B, Requests for Network Affiliation for Additional Participating Libraries for Existing Members, are the applications from existing members for one additional participating library. In accordance with Board policy, staff is recommending approval of these additional participating libraries, with service to begin immediately.

Table B
Requests for Network Affiliation for Additional Participating Libraries
for Existing Members

ARROYO SECO

Member	New Participating Library
Los Angeles Unified School District	Sylmar Senior High School

Included with this Document as **Exhibit B** is the revised membership data table for regional membership which reflects the changes to membership proposed in this Document.

ISSUE 2: Consider reports on Regional Library Networks' Plans of Services.

BACKGROUND:

At their May 2002 meeting, the Library of California Board passed the following three motions relative to regional services.

1. **Fund Allocation:** "$750,000 for continued support of Regional Library Networks' plans of service, with instructions to the Support Services Committee to request detailed information from regions on how regions will expend the limited amount of funding and the manner in which regions will be working with the CLSA systems to provide for further transition of the CLSA to LoC."

2. **Equal Allocations:** "…allocate $750,000 equally among each of the seven regions, and that a sum of $25,000 be sent immediately to each of the Regional Library Networks, and that claim forms be disbursed following the signing of the state budget or as soon as possible

thereafter. The Board will review a final budget proposal at its August meeting and may authorize additional Regional Library Network payments at that time."

3. **Plans of Service Revision:** "It was moved, seconded and carried unanimously that the Library of California Board approve the 2002/03 Plans of Service for all seven regional library networks, and that revised plans specify the deliverables that will be provided to members with the reduced level of funding by our Board at this meeting, and that these revisions will be reviewed at the August 2002 meeting to evaluate the plans for these deliverables, and that the revisions will also include information on how the networks are working with their sister organizations, the CLSA systems in their regions."

During their discussions of these motions, the Board was clear that they did not expect networks to prepare and submit entirely revised plans of service. Their intent was for networks to review the plans submitted and approved, identify one or more services that could be provided with the available funds, describe these services and funding to be allocated to them, and identify any additional impacts the reduced levels of funding would cause.

In addition, the Board was clear in their concern that networks limit their activity to a small number of deliverables that could be clearly articulated or explained. If a network could provide only a single service reasonably well with the available funds, that was preferable to spreading funding over multiple programs with no visible product or service capable of being provided adequately.

The Board expressed their intent that they expected the regional library networks and CLSA systems to work cooperatively so that costs could be contained and services efficiently provided, and the report due to them in August 2002 should specify how networks and systems would intend to work cooperatively to provide the deliverables described.

REQUESTED INFORMATION

Each regional library network was requested to supply the following information. Because the Library of California regulations do not specify a format for plan of service revision, the Library of California staff suggested the following possible format for conveying the requested information, and all regions used this format.

1. **Summary Budget**, organized by the six required elements of the LoC Act:

Program Category:	Approved Plan of Service Amount	Revised Plan of Service Amount
Telecommunications		
Delivery		
Training and Continuing Education		
Information and Referral		
Public Awareness		
TOTAL		

2. **Budget Narrative:** Each Network was also requested to supply the following narrative information in addition to their financial data.

A.   Explain the program, deliverable, or service to be provided in each program category. If no service is to be provided, indicate that as well.

B.   Explain the impact of the budget reduction to each program category.

C.   Describe how the network is working cooperatively with one or more CLSA systems to provide programs/services/deliverables described. If this description makes more sense as a single statement for the entire narrative rather than for each category, provide it in the manner which is simplest and most explanatory.

ANALYSIS

Provided in Exhibit A is a report of the reductions taken by each region in each of the six categories. In addition, all reports submitted by the Regional Library Networks are included as Exhibit C. The following are three analytical summaries from the regional reports. They include:

1)   Summary of reductions by budget category
2)   Summary of proposed deliverables by regional library network
3)   Statements of intent to cooperate with CLSA systems by region

ANALYTICAL SUMMARIES

Administration

Reductions in Administration ranged from 56 percent to 88 percent. Arroyo Seco Library Network and Golden Gateway Library Network propose the most dramatic reductions with 78 percent and 88 percent respectively. Golden Gateway reported that the LoC funds available for fiscal year 2002/03 are not enough to support the network, and that LoC member, GGLN board of directors, and California Library Services Act (CLSA) in-kind contributions are needed for administrative support. ASLN has eliminated the majority of services outside of immediate staff, and they have negotiated only a financial services contract with the Metropolitan Cooperative Library Services (MCLS).

Telecommunications

The reductions in this program element ran from 48 percent to 57 percent, with some notable exceptions. Tierra del Sol Library Network proposes to eliminate all their funding for this service category, and Sierra Valley Library Network and Arroyo Seco Library Network reduced their funding in this category by 69 percent and 81 percent respectively. Tierra del Sol said that the costs for toll-free lines and Internet connections would be absorbed into the Tierra del Sol Reference budget. Sierra Valley Library Network's reductions seem to stem from reductions in contracts with regional technology planning consultants, and the technology inventory program to new SVLN members, and one-time funding for small equipment and telecommunications installations will discontinue. The cancellation of Arroyo Seco's administrative services contract with MCLS necessitated ASLN making new arrangements for Internet access, e-mail and telephone service, and ASLN services being moved off the MCLS computer network server.

Delivery

Golden Gateway Library Network, Arroyo Seco Library Network, and Heartland Regional Library Network have reduced funding for delivery most dramatically in this service category. GGLN has "zeroed out" funding for this activity; network members must provide their own delivery services independently or through existing system delivery service providers. Arroyo Seco has reduced their delivery service by 50 percent, which will be provided via United Parcel Service (UPS). Heartland has reduced their delivery service funding by 92 percent, a highly significant amount; Heartland has created an "on-demand" delivery system for most member libraries. The San Joaquin Valley Library System (SJVLS) will track the number of "on-demand" requests and report monthly to the Heartland Board. If demand for delivery exceeds the allocated funding, this service will either be suspended or other arrangements will be made.

Training and Continuing Education

Four of the seven regional library networks eliminated funding in this service category: Cascade Pacific Library Network, Golden Gateway Library Network, Sierra Valley Library Network, and Tierra del Sol Library Network. Despite "zeroing out" the funding, training will be available for each network's member libraries until existing agreements have been depleted. Two of the remaining three networks, Arroyo Seco Library Network and Gold Coast Library Network, are reducing their budgets in this category by 56 percent and 21 percent respectively. However, both networks still plan to provide training workshops to their member libraries. Gold Coast, in particular, will be working with its training committee to look for low-cost and/or free training opportunities for its members.

The Heartland Regional Library Network, unlike its contemporaries, has decided to increase its training and continuing education budget by 3 percent. They report that this category has been identified as one of the most important and needed services for its member libraries. As such, this service category will be the focus of Heartland's fiscal year 2002/03 funding.

Information and Referral

All of the regional library networks drastically reduced funding in this service component. Funding reductions ranged from a low of 72 percent to a high of 93 percent. The only exception to this reduction approach was the Sierra Valley Library Network, which eliminated funding in this category entirely. Golden Gateway Library Network (72 percent reduction) will focus its funding in this category on the Q&A Café, their 24/7 virtual reference service that is highly popular and widely used among its member libraries. Cascade Pacific (75 percent reduction) will have to drop one of their two electronic databases and partially fund another. Second-level reference will still be available to all CPLN members via their contract with the North State Cooperative Library System (NSCLS) Reference Center.

The four remaining regional library networks reduced their funding within the range of 81 percent to 93 percent. Heartland (81 percent reduction) will contract with the San Joaquin Valley Library System (SJVLS) for second-level reference service and also keep intact their funding for the FirstSearch electronic database. Gold Coast Library Network (84 percent reduction) will use its money to contract with the Metropolitan Cooperative Library System (MCLS) for their after hours virtual reference project called 24/7 Reference. Tierra del Sol (86 percent reduction) will contract with the Inland Library System (ILS) and the Serra Cooperative Library System for second-level reference services. Finally, Arroyo Seco (93 percent reduction)

will use its reduced funding to continuing making the 24/7 Reference project available to its member libraries.

Public Awareness

Five of the seven regional library networks decided to eliminate funds in this program category: Cascade Pacific Library Network, Golden Gateway Library Network, Sierra Valley Library Network, Tierra del Sol Library Network, and Gold Coast Library Network. The overarching reasons seem to be that money is needed for publicity campaigns, but, more importantly, dynamic services are needed so that they can be publicized and thus attract new network members. Heartland Regional Library Network has decided to reduce their budget by 39 percent to maintain the momentum of their successful recruitment drive. The reduction will still allow them to use electronic communications such as the HRLN Web site and listserv for public awareness. Arroyo Seco Library Network plans to decrease this program category's budget by 50 percent and use their Web site as the main source of publicizing their network programs and/or activities. Until more funding for the regional library networks becomes available, public awareness is in a somnolent state, awaiting funding before it can be revived. For networks such as Arroyo Seco, Cascade Pacific, and Heartland, all their public awareness will be available on their respective network Web sites. Gold Coast plans to just use word-of-mouth to publicize network events to their member libraries and to the different library users they serve.

DELIVERABLES BY LOC REGION

Cascade Pacific Library Network

▪ Delivery
▪ Training & Continuing Education Workshops (5 available with existing funds)
▪ Interlibrary Loan
▪ Second-Level Reference service
▪ Access to one licensed database

Golden Gateway Library Network

▪ Training & Continuing Education Workshops
    ○National Library of Medicine (NLM) Workshop
    ○ E-book and other workshops
▪ 24/7 virtual reference service (Q&A Café)

Sierra Valley Library Network

▪ Delivery
▪ Training & Continuing Education Workshops
    ○Basic reference referral training to new SVLN members
    ○ Other training (cost-recovery basis)
▪ Interlibrary Loan
▪ Second-level Reference service (pay-for-service with Mountain Valley Library System
  (MVLS) & 49-99/CAL System Reference Centers)

Arroyo Seco Library Network

- Delivery
- Training & Continuing Education Workshops
- Interlibrary Loan
- 24/7 virtual reference service (24/7 Reference project (MCLS))

Tierra del Sol Library Network

- Delivery (limited for non-publics)
- Training and Continuing Education
  - Effective Reference Performance Training (cost-recovery basis)
- Second-Level Reference service (contract with Inland Library System and Serra Cooperative Library System Reference Centers)
- Interlibrary Loan

Heartland Regional Library Network

- Access to virtual online catalog
- Delivery (on-demand)
- Training and Continuing Education workshops
- Second-Level Reference service (contract with San Joaquin Valley Library System (SJVLS) Reference Center)
- Access to FirstSearch licensed database

Gold Coast Library Network

- Access to virtual online catalog
- Delivery
  - Postage reimbursement for interlibrary loan
  - ISDN line reimbursement for videoconferencing & electronic information delivery
- Training and Continuing Education workshops (low-cost/free training opportunities)
- 24/7 virtual reference service (24/7 Reference project (MCLS))

CLSA COOPERATION BY LOC REGION

Cascade Pacific Library Network

- Routine consultations with CLSA cooperative system counterparts
- CPLN and CLSA System share cost for continuing education workshops
- Cascade Pacific quarterly newsletter includes news items from both organizations
- Joint funding for database support
- Cascade Pacific and CLSA System are working together to find "viable resource sharing product" in meetings with vendors
- Cooperative funding of delivery
- Inclusion of CPLN network members in CLSA System survey of service needs and delivery quality
- CPLN has contracted with CLSA System to provide second-level reference service to network members
- CPLN and the CLSA System work together to select and provide technical support for

electronic databases

Golden Gateway Library Network

▪ CLSA Systems have contributed funds to support the administrative costs of GGLN

Sierra Valley Library Network

▪ Mountain Valley Library System (MVLS) and 49-99/CAL CLSA Cooperative Library Systems and SVLN have been working with the Public Strategies Group (PSG) to work out issues involved in transitioning MVLS and 49-99/CAL into the SVLN network
▪ Cooperative telecommunications infrastructure to facilitate sharing resources between MVLS, 49-99/CAL, and SVLN
▪ Joint decision of SVLN, 49-99/CAL, and MVLS to hire consultants to conduct a technology inventory of system and regional library network member libraries
▪ Cooperative regional delivery
▪ Training opportunities for SVLN member libraries taught by experienced MVLS & 49-99/CAL Reference Centers trainers
▪ MVLS & 49-99/CAL Reference Centers will provide second-level reference service to SVLN member libraries on a pay-for-service basis

Arroyo Seco Library Network

▪ Metropolitan Cooperative Library System (MCLS) contract to provide financial services for ASLN
▪ Subscription to 24/7 virtual reference service (24/7 Reference project is an MCLS project)

Tierra del Sol Library Network

▪ Inland Library System and Serra Cooperative Library System will contract with Tierra del Sol in fiscal year 2002/03 to provide services to the network, including the following:
  ○ Inland and Serra will include Tierra del Sol network libraries in its delivery system route
  ○ Inland and Serra will provide staff to plan, organize, and present training sessions to Tierra del Sol member libraries
  ○ Second-Level Reference service will be provided by Inland and Serra System Reference Centers

Heartland Regional Library Network

▪ Heartland has contracted with the San Joaquin Valley Library System for the provision of the following services:
  ○ Telecommunications -- San Joaquin Valley Library System shares maintenance cost for supporting Heartland's virtual union catalog. SJVLS will provide the bulk of the technical support for the online catalog
  ○ Regional delivery – SJVLS will track the number of on-demand delivery requests
  ○ Training and Continuing Education - SJVLS will provide training workshops for HRLN member libraries
  ○ Heartland will contract with SJVLS' Reference Center to provide second-level reference to Heartland members

Gold Coast Library Network

▪ Black Gold Cooperative Library System provides the office space and executive management services for GCLN
▪ GCLN has contracted with MCLS for after hours virtual reference services (24/7 Reference project)

Recommendation:

All regional networks complied with the Board's request to report on the effect of budget reductions to their plans of service. All have explained both the effects of the reductions on their programs as well as addressed the issue of their interaction with CLSA systems to deliver services. Staff is recommending acceptance of these reports.

<u>RELATED ISSUES TO COME BEFORE THE BOARD IN THE FUTURE</u>:

1. Discuss and consider additional network services and programs to be included in the Budget Change Proposal (BCP), to be submitted in Fall 2002.

2. Consider additional membership/participating library applications from institutions and/or public library jurisdictions.

3. Consider transitional issues related to regional library network services.

Relevant Committee: Support Services
Staff Liaison: Diana Paque

Reductions to 2002/03 Plans of Services
Summary from Network Reports, July 2002

Region		Admin.	Telecomm.	Delivery	Training	Info. & Referral	Public Awareness	Total
Region								
Cascade Pacific								
	May-02	142,477	26,700	9,400	2,500	88,118	4,100	273,295
	Aug-02	62,426	11,566	9,150	2,500	21,500	0	107,142
	Difference	**-80,051**	**-15,134**	**-250**	**0**	**-66,618**	**-4,100**	**-166,153**
Golden Gateway								
	May-02	187,750	102,000	35,000	15,000	144,400	10,000	494,150
	Aug-02	22,000	45,000	0	0	40,000	0	107,000
	Difference	**-165,750**	**-57,000**	**-35,000**	**-15,000**	**-104,400**	**-10,000**	**-387,150**
Sierra Valley								
	May-02	55,500	119,054	51,500	52,000	72,300	1,250	351,604
	Aug-02	20,000	37,143	50,000	0	0	0	107,143
	Difference	**-35,500**	**-81,911**	**-1,500**	**-52,000**	**-72,300**	**-1,250**	**-244,461**
Arroyo Seco								
	May-02	300,392	79,486	10,000	23,000	76,000	12,000	500,878
	Aug-02	65,942	15,200	5,000	10,000	5,000	6,000	107,142
	Difference	**-234,450**	**-64,286**	**-5,000**	**-13,000**	**-71,000**	**-6,000**	**-393,736**
Tierra del Sol								
	May-02	221,418	13,000	15,756	1,530	118,541	10,755	381,000
	Aug-02	73,250	0	17,818	0	16,074	0	107,142
	Difference	**-148,168**	**-13,000**	**2,062**	**-1,530**	**-102,467**	**-10,755**	**-273,858**
Heartland								
	May-02	75,786	30,256	113,107	9,015	51,466	23,817	303,447
	Aug-02	24,846	13,854	8,528.76	36,065	9,342.50	14,505.74	107,142
	Difference	**-50,940**	**-16,402**	**-104,578.24**	**27,050**	**-42,123.5**	**-9,311.26**	**-196,305**
Gold Coast								
	May-02	136,464	35,000	35,000	30,000	35,000	1,000	272,464
	Aug-02	55,640	18,190	4,280	23,540	5,350	0	107,000
	Difference	**-80,824**	**-16,810**	**-30,720**	**-6,460**	**-29,650**	**-1,000**	**-165,464**
	Subtotal	-795,683	-264,543	-174,986.24	-60,940	-488,558.5	-42,416.26	

Regional Library Network Membership as of the August 2002 Board Meeting*

	Region I: Cascade Pacific	Region II: Golden Gateway	Region III: Sierra Valley	Region IV: Arroyo Seco	Region V: Tierra del Sol	Region VI: Heartland	Region VII: Gold Coast	TOTAL
Academic Colleges/Universities	9	47	16	48	24	11	14	**169**
Participating Libraries	9	78	23	75	38	13	16	**252**
Public Library Jurisdictions	13	48	21	43	31	9	7	**172**
Participating Libraries	68	244	134	275	164	95	49	**1029**
School Districts/Independent	13	34	22	36	15	19	8	**147**
Participating Libraries	22	82	59	131	48	63	12	**417**
Special Agencies	4	27	21	17	22	12	16	**119**
Participating Libraries	4	29	23	24	26	13	17	**136**
Regional Totals	Region I:	Region II:	Region III:	Region IV:	Region V:	Region VI:	Region VII:	**TOTAL**
Members	39	156	80	144	92	51	45	**607**
Participating Libraries	103	433	239	505	276	184	94	**1834**

*Subject to Board Approval at the August 15 meeting

Exhibit B